

**Tuesdays with Tammy Nevada Libraries Forum**  
from  
**Nevada State Library, Archives and Public Records**  
10:00 a.m. - 11:00 a.m.  
Tuesday, June 16, 2020

**Notes**

Attending: Joan Dalusung, Guest host; Sulin Jones, Norma Fowler, Bruce Douglass, Betts Markle, NSLAPR; Kim Diehm, Boulder City; Amy Lauder, Diane Baker, Tod Colegrove, Carson City; Carol Lloyd, Churchill County; Amy Dodson, Douglas County; Marcie Smedley, Joy Gunn, Henderson; Forrest Lewis, North Las Vegas; Alysha Wogee, Amy Bruno, Shanna Gibbons, Pahrump; Kameron Mitchell, Kathy Brinkerhoff, Mandy Springer, Pershing; Cyndi O, NV Library CoOp; Anna Brueher, Lyon Co. School District; Eric Walsh, Great Basin College; Jeanne Frasier Price, UNLV Law Library and SCLL; Maggie Farrell, UNLV; Ron Belbin, WNC; Sarah Bates, Washoe County Law Library; David Ortlipp, Nancy Schmidt, SCLL.



## **WHAT PEOPLE ARE THINKING RIGHT NOW**



### **Strengths:**

- Libraries continue promote unity and fraternity with one and another.
- Libraries are finding solutions to operate during the current crisis.
- Libraries are working with one another and through library organizations to develop phased-in reopening to the public



### **Struggles:**

- Keeping on top of cleaning and disinfecting procedures for library areas.
- Finding cleaning supplies and resources.
- Keeping staff and public safe.
- Receiving CARES Act Funding for some areas of Nevada.
- Informing the public about the restrictions in place.
- Not underestimating the amount of time needed for cleaning protocols



### **Opportunities**

- Collection of data on services libraries are providing during the pandemic that will help tell our story.



## Trends

- Libraries are moving into phase 2 reopening of libraries across the state.
- Positive response from the public regarding reopening and return of some library services.
- Library staff are returning to work at the library and some are also continuing to work from home.

### Announcements:

- The Reopening Guidelines have been posted on the Nevada Library Website <https://nsla.nv.gov/COVID19/Reopening>
- Please share your library system phased reopening plan with the Nevada State Library, so they can be posted on the Nevada State Library website. Send them to [b-douglass@admin.nv.gov](mailto:b-douglass@admin.nv.gov)
- Thanks to the Think Tank, Nevada State Library, and Nevada Library Association Board Members for developing the final draft for reopening plan for Nevada libraries.
- From Tod Colegrove, Carson City, CARES funding received by counties and cities can be used for items purchased related to COVID (i.e. no-touch self-check machines, pickup lockers)

Guest host: Joan Dalusung, Washoe County Library System, moderated the meeting.

Norma Fowler, Nevada State Library, spoke about the COVID19 Library Impact Survey as discussed at last week's meeting. The survey was posted on the NSLAPR website in anticipation of the SCLL meeting scheduled for June 17. As the meeting was postponed, the survey has been taken down and will be reposted.

Phase 2 reopening debrief and share: Many libraries are beginning Phase 2 Reopening and will share Phase 2 operational progress, observations, and challenges to date.

Tod Colegrove, Carson City:

- Curbside Service started a month ago and the library reopened last week.
- The public is grateful the library reopened.
- The majority of visitors were wearing masks at the beginning of the week, but by the end of the week fewer were wearing them.

Carol Lloyd, Churchill County:

- Relying on bigger library systems for guidance regarding phased-in reopening.
- It is going well so far.
- Library book drops were never closed; scheduling curbside pickup and 15 minute library visits by appointment.
- Books are displayed using the bookstore model and patrons are encouraged not to touch items.
- Visits can be extended if more time is needed and people are admitted without an appointment if no one else is present.
- Four computers arranged with social distancing space are available for 30-minute blocks of time, which may be extended for an hour. Computers are cleaned after each use.
- Hours are limited to 9:00 a.m. to 5:00 p.m., Monday through Friday.
- All programming is done virtually through Facebook.
- Most visitors are wearing masks and masks are available at the door for those wanting them.

Maggie Farrell, UNLV: Posted in chat

- Closed but curbside services.
- Virtual services.
- Opening Library July 6 to NSHE only.
- Masks required.
- Health Sciences Library has been open for School of Medicine students, faculty, and residents only but no services.

Jeannie Price, UNLV Law Library: Posted in chat

- Closed.
- Curbside delivery will begin later this month.
- Virtual programming and digital services continue to be provided.
- Will likely not re-open for in-person services over the summer.
- Nearly half of staff are not able to work in-person due to personal or family circumstances.
- Staff are coming to work as needed and, beginning in July, will likely come in more regularly on staggered shifts.
- Cleaning protocols not yet established.

Joan Dalusung, Washoe County:

- Incline Village opened Monday using a Grab and Go service: patrons come in to pickup holds and use self checks. It will be open Monday through Friday
- Bandannas were purchased to encourage people to wear face coverings
- 3 more locations opening Tuesday. The hours 10:00 a.m. til 2:00 p.m. Tuesday through Thursday. 2 of the locations have drive up service only.
- Incline Village and Spanish Springs have moved their self checkout machines to meeting rooms near the front to facilitate Grab and Go service.
- No browsing or computer use at this point.
- Virtual services and programming continuing.
- Staff are on staggered schedules. Vulnerable population staff is working from home.
- Other locations opening July 6<sup>th</sup>, 2020
- Looking into making staff spaces safer with PPE, social distancing, and reduced staff levels.
- More information to come next week.

Cyndi O, Nevada Library CoOp:

- Spanning the gamut when it comes to reopening with some libraries opening with some restrictions while others remain closed.
- Libraries are doing what's best for staff and communities.
- Exploring both LibCal and other vendor apps for scheduling curbside pickup.
- Nevada Reads started Monday and Coop will be sharing the first round of numbers soon.
- Libraries are using Beanstack to promote Nevada Reads.

Marcie Smedley, Henderson Library:

- Started curbside service beginning of June with a soft launch for those with holds on the shelf prior to closure. Advertised hold placing services during closed time period.
- Purchased bins on wheels to collect materials being dropped off to hold for quarantine period.

- Making appointments for in library visits.
- Administration making plans for reopening.
- Virtual programming continuing for Summer Reading, story times, and book clubs.
- Preparing library for visitors
- Monitoring the COVID exposure rates.
- Staff working from home and in the building.

Kim Diehm, Boulder City Library:

- Curbside service has been expanded from 4 days a week to 6 days a week and is going very well.
- Staggering staff shifts.
- Staff working from home developing virtual programming.
- Receiving positive feedback and response from the community about our efforts to provide services.

Shanna Gibbons, Pahrump:

- Library open to the public 4 days a week
- Limited public browsing time and computer usage.
- No major problems with the public
- Public computers have silicone keyboards that can be easily disinfected (in chat, several other libras added that they also are using keyboard covers)

Kathie Brinkerhoff, Pershing: Posted in chat

- Computer users are asked to use a mask and wash or sanitize hands as soon as they come in the door. They are limited to a half hour unless they request more time.

Forrest Lewis North Las Vegas:

- In 2<sup>nd</sup> week of curbside pickup.
- Focusing on way to receive CARES Act funding for libraries through Clark County. North Las Vegas, Henderson and Boulder City were not allocated any funding.
- People are happy to have some services back.

Norma Fowler, Nevada State Library, on PLS Survey:

- Additional questions related to COVID-19 impacts will be added to the PLS survey this year
- Most of the questions are “Yes” and “No”.
- The survey covers services, programming, wi-fi access, number of weeks an outlet was closed, limited occupancy
- An outlet is physically closed when the public can’t come into the building despite providing curbside or other services.
- Limited Occupancy is reduced hours open to the public, limits of the number of people allowed inside the building, and limits on the amount of time people are allowed to remain inside the building.
- Nevada’s reporting period spans fiscal years so libraries will need to track closure and limited occupancy for both FY20 and FY21.
- For virtual programming, live programming and recorded programming statistics should be kept separate. Instructions have been sent on how to count these programs.
- We will keep you informed and send further information when the PLS survey is released.

Sulin Jones, Nevada State Library:

- Suggestions for topics and guest speakers are welcome.
- Gigabit Libraries offers webinars every Friday morning at 8:00 a.m. They provide guest speakers and topics that are informative to the current situation.